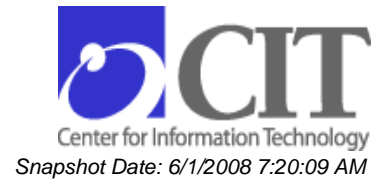


Customer Service Report for ASB

For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ADB											
General Info	1	0	0	0	0	1	0	0	0	0	0
Application Support											
OS/NOS/Troubleshoot	0	1	0	0	0	0	0	1	0	0	16
ASR											
Colocation-OFF	0	0	0	1	0	0	0	0	1	0	0
Colocation-ON	0	0	0	3	0	2	0	0	1	0	0
Oracle	0	0	0	1	0	1	0	0	0	0	0
Other	0	0	0	9	0	3	0	0	6	0	0
Unix	0	0	0	6	0	1	0	0	5	0	0
Back Office Support											
Active Directory	0	1	0	0	0	0	0	0	0	1	0
CIT Categories											
Remedy											
Accts Create	0	1	0	0	0	0	0	1	0	0	7
Connectivity											
Connect Direct	0	1	0	0	0	0	0	0	1	0	0
VPN	0	1	0	0	0	0	1	0	0	0	0
Hardware											
Desktop/Troubleshoot	0	1	0	0	0	0	0	1	0	0	16
Servers/Recommend	1	0	0	0	0	0	0	0	1	0	4
OS/390											
Other Software	1	0	0	1	0	0	0	0	2	0	3
Printer/VPS	0	0	0	26	0	1	0	0	25	0	0
Grand Total:	3	6	0	47	0	9	1	3	42	1	1

Total Tickets Closed: 46
Total Tickets Assigned/Pending/Checked Out: 10
Total Tickets Created: 56